

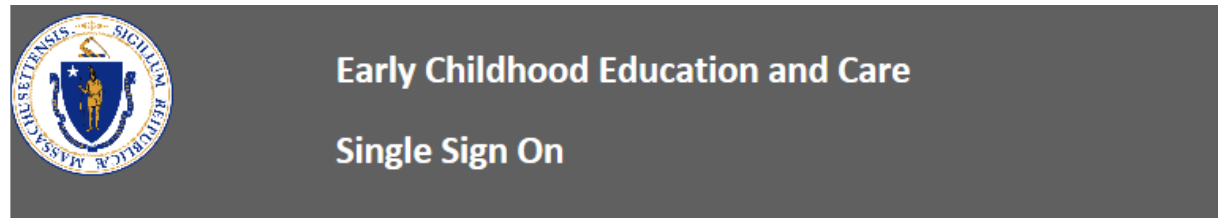


CCFA TROUBLESHOOTING: I forgot my password!

I Forgot My Password!



- **CCFA allows users to manage initiate changing their passwords**
- **Select the Forgot Password link under the Sign in button**



You are currently logged in as dnorto, but you requested a resource that y grant you access.

Sign In was unsuccessful. Please correct the errors and try again.

- **Incorrect credentials or no authorization.**

Login

User name:

Password:

Remember me?: ☐

Sign In

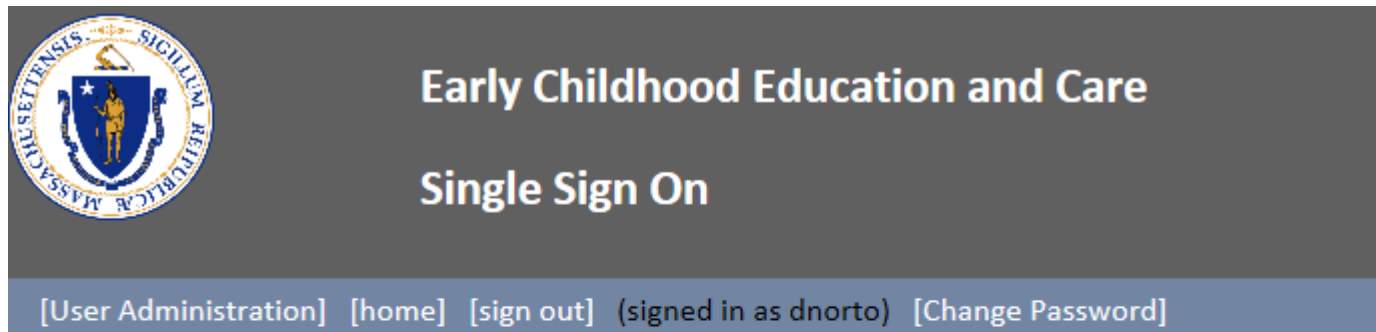
[Forgot Password](#)



I Forgot My Password!



- **Enter your username**
- **Select the request Password Reset button**
 - CCFA will send an email to the email address used to create the account



You are currently logged in as dnorto, but you requested a resource grant you access.

Reset Password

Please enter your username.

The instructions on how to reset your password will be emailed to you.

User name:



I Forgot My Password!



- Enter your username
- the temporary password provided in the CCFA email
- Create a new password
- Confirm the new password
- Check remember me?
- Select the request Password Reset button

The screenshot shows the 'Early Childhood Education and Care Single Sign On' interface. At the top left is the Seal of the Commonwealth of Massachusetts. The title 'Early Childhood Education and Care' is in a large, bold, white font, with 'Single Sign On' below it in a slightly smaller, bold, white font. A navigation bar at the top right contains links: [User Administration] [home] [sign out] (signed in as dnorto) [Change Password]. Below this, a message states: 'You are currently logged in as dnorto, but you requested a resource that grant you access.' The main section is titled 'Login' and contains four input fields: 'User name:' with the value 'dnorto', 'Temporary password:' with masked characters, 'New password:' with masked characters, and 'Confirm password:' with masked characters. There is a 'Remember me?:' checkbox which is checked. A 'Reset Password' button is located at the bottom right of the login section.

Early Childhood Education and Care
Single Sign On

[User Administration] [home] [sign out] (signed in as dnorto) [Change Password]

You are currently logged in as dnorto, but you requested a resource that grant you access.

Login

User name:

Temporary password:

New password:

Confirm password:

Remember me?: ☒

Once completed CCFA will require you to login using your new credentials

Training Materials and Questions



- Check our website for updates and available recordings
www.mass.gov/eec/ccfa/training
- Please email your questions to
CCFATraining@massmail.state.ma.us